

## Employee email template Follow-up email

Please use this copy template to write your communications to employees regarding Help@hand, removing the red text and editing the highlighted sections as required.

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**Subject:** Don't miss out: Help@hand is here for you

You might remember we launched the multi award-winning health and wellbeing app Help@hand from Unum earlier this year, to offer you high-quality support that you can benefit from every day. It's been up and running now for a while, so you're missing out if you haven't downloaded and signed up for it.

Help@hand puts both healthcare intervention and preventative wellbeing support in the palm of your hand — all in one app. You and your eligible family members can benefit from services designed to not only help when you're unwell but keep you in good health.

### What's included?

The available services depend on your Unum insurance policy and service selection. You can add an overview of the services available, or reference specific services to generate interest here. Please check the number of sessions and conditions - <https://www.unum.co.uk/employee/help-at-hand>. For example:

Help@hand is there for you every day, offering access to total health and wellbeing support from experts, including:

- A confidential 24/7 helpline
  - Unlimited mental health support<sup>1</sup>
  - Unlimited GP appointments
  - Physiotherapy (up to eight sessions per year)
  - 360 Wellbeing Score, unlocking 1-2-1 lifestyle coaching (up to six sessions per year)
  - Extensive savings and discounts
- ...And so much more!

### How do I get started?

If you haven't downloaded or registered for Help@hand yet, the temporary password in your initial welcome email (from [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com)) will have expired. To access the app, download it from the App Store or Google Play and reset your password using the 'Forgotten Password' option on the log in screen.

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<sup>1</sup> This service is suitable for mild to moderate issues. The number of sessions provided will be subject to clinical appropriateness.

Help@hand connects employees of Unum customers to third party specialists who can help manage their health and wellbeing, and that of their family. Access to the app and service is facilitated at no cost by Unum. However, you will be liable for charges for medication and delivery, referral letters and private fit notes. Unum is not the provider of the Help@hand service, but retains the right to withdraw or change the service at any time. Available to UK residents only.

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